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Longmont United Hospital Among Top 5 Percent Nationwide in Patient Experience

– Award from HealthGrades Determined by Patient Experience Surveys –

Longmont, CO (Dec. 8, 2008) – Longmont United Hospital today announced that it is among the nation's top 5 percent in patient experience, according to HealthGrades, the nation's leading independent healthcare ratings organization. Longmont United Hospital is a recipient of HealthGrades Outstanding Patient Experience Award™, a designation based on patient survey data collected as part of the federal government's Hospital Consumer Assessment of Healthcare Providers and Systems, or HCAHPS.

The federal HCAHPS initiative gathers patient responses to 27 survey questions related to physician and nurse communication, speed of responsiveness, hospital cleanliness and noise levels, medication information and post-discharge care instructions.

“Superior, compassionate care is an area we strive to maintain at Longmont United Hospital. It is a pleasure and an honor for our community hospital to be nationally recognized by an authority on healthcare performance. This recognition of outstanding patient experience demonstrates the dedication of our staff and the members of our medical staff to changing the caring experience,” said Mitchell C. Carson, Longmont United Hospital's President and CEO.

To determine the recipients of the HealthGrades Outstanding Patient Experience Award, HealthGrades analyzed HCAHPS survey results for 2,592 hospitals nationwide. Hospitals had to meet bed size, survey size and clinical-quality thresholds to be considered for the award. The award is the first HealthGrades distinction based on patients' perspective of hospital care.

At Longmont United Hospital, patient experience initiatives stem from their commitment to practicing the Planetree components of patient-centered care. Longmont United Hospital encourages involvement of family and friends in the care of their loved one through patient education. Complementary therapies, art, music, and spirituality are just some of the Planetree components offered.

“We believe practicing personalized care is the beginning of a positive, patient experience,” said Sharon Rominger, Chief Nursing Officer. “From the moment a patient walks in, we nurture and support them and their family and friends which builds a positive experience for everyone involved.”

“HealthGrades Outstanding Patient Experience Award™ reflects Longmont United Hospital's strong commitment to providing its patients with a superior level of service, something for the entire organization can take pride in,” said HealthGrades Executive Vice President Sarah Loughran.

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